
Systems Transformation: Links for Community Living

South Carolina's Real Choice System
Transformation Grant Retreat
January 29, 2008

Review of Grant Mission and Vision Statements

Mildred Lilley, Chairperson
Systems Transformation Grant
Advisory Committee

Mission - Links for Community Living

We are a statewide partnership dedicated to helping older adults and adults with physical or developmental disabilities get reliable, comprehensive information and assistance to make informed choices about services.

We will –

- Inform consumers about available service options.*
 - Target community resources to those in greatest need of support.*
 - Demonstrate national leadership in how to use technology to link consumers to transportation and other services.*
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Vision – Links for Community Living

- *The broader vision for systems transformation in our state is a system that empowers and supports older adults and persons with disabilities living in the community through streamlined access to services and increased consumer choice. It is our intent to expand successful new system demonstration projects and models to serve the entire state as additional resources are identified and obtained.*
- *Through transforming the long term care system we strive to create a system that will result in “a community where informed older adults and adults with physical or developmental disabilities are linked to services they choose.”*

Review of Strategic Plan

Approved by CMS June 1, 2006

Dr. Dave Murday, Moderator

Review of Strategic Plan: ADRC Development & DD Expansion, SC Access Expansion (Group 1)

– Dr. Dave Murday, Moderator

Goal 1: Improved Access to Long Term Support Services

Goal 1: Improved Access to Long Term Support Services: Development of One-Stop System

- **Objective 1.1 Provide awareness, information & assistance to seniors and adults with physical or developmental disabilities.**

Strategies/Major Action Steps:

1.1.a. Expand the Lower Savannah ADRC to serve adults with developmental disabilities & expand the geographic area.

- Include mobility information and assistance for consumers in the Lower Savannah region – evaluate the best model for mobility management in the region.
 - Lower Savannah Council of Governments will subcontract with Aiken Disabilities and Special Needs Board of co-location of a part-time I&R Specialist who will also provide training for all staff at the ADRC for working with the DD population.
 - Expand the SC Access database to include the additional services for the DD population, expand the personal care worker listing, develop Learn About topics for adults with physical and/or developmental disabilities.
 - Market SC Access, the ADRC, and the Mobility Center to the expanded target population and geographic area.
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Goal 1: Improved Access to Long Term Support Services: Development of One-Stop System

Strategies/Major Action Steps:

1.1.b. Establish ADRCs in two additional regions (Santee-Lynches & Appalachia) to serve seniors and adults with physical disabilities.

- Provide technical assistance for start up.
 - Develop a business plan and budget.
 - Establish a local ADRC Advisory Committee.
 - Identify key partners agencies, establish MOAs.
 - Provide training to new partner agencies and their staff.
 - Develop a plan for adding adults with developmental disabilities to the target population.
 - Market SC Access and the ADRCs.
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Goal 1: Improved Access to Long Term Support Services: Development of One-Stop System

■ Objective 1.2 Streamline Multiple Eligibility Processes.

Strategies/Major Action Steps:

1.2.a. Reduce duplicative intakes to reduce consumer burden and increase staff efficiency.

- Expand partnerships and develop protocols for electronic referral between service agencies to include agencies serving persons with DD; service agencies in the additional counties in the Lower Savannah region; and service agencies in the selected counties in the two new regions (Appalachia and Santee Lynches).
 - Train key partner agencies and staff regarding making referrals.
 - Co-locate a part-time Medicaid intake worker at the Lower Savannah ADRC in year two and, based on evaluation and the availability of funding, at Appalachia and Santee Lynches in year three or four.
 - Market the Medicaid the e-form to potential users.
 - Develop a more efficient and effective process for linking transportation to consumers with eligibility for multiple programs with the most appropriate transportation resource.
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Goal 1: Improved Access to Long Term Support Services: Development of One-Stop System

- **Objective 1.3 Target individuals who are at imminent risk for admission to an institution.**

Strategies/Major Action Steps:

1.3.a. Design and implement a system in the Lower Savannah region for providing short-term interim assistance to seniors and adults with physical disabilities awaiting CLTC services identified as being at high risk of institutionalization or re-hospitalization.

- Identify potential client load and staffing requirements.
 - Identify needed resources and assess ability to sustain a new service.
 - Develop protocols with critical pathways.
 - Determine a method through SC Access to track outcomes of the interim assistance service.
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Goal 1: Improved Access to Long Term Support Services: Development of One-Stop System

- **Objective 1.4 Transform the long term care system in the state to streamline access to services and increase consumer choice.**

Strategies/Major Action Steps:

1.4.a. Expand successful new demonstration projects and models to serve the entire state as additional resources are identified and obtained.

- Determine the feasibility of expanding demonstration projects to serve other areas of the state with existing state resources.
 - Identify other potential funding sources for needed expansion.
 - Working with grant partners, seek potential funding for needed expansion.
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Progress Made & Barriers to Improved Access to Long Term Care Supports

ADRC Development & DD Expansion - Denise Rivers
SC Access Expansion - Shannon Dillard

Review of Strategic Plan: Building Bridges, E-Forms, & Waiting List Prioritization (Group 2)

- Dr. Dave Murday, Moderator

**Goal 4: Transformation of Information Technology to Support
Systems Change**

**Goal 5: Creation of a System that More Effectively Manages the
Funding for Long Term Supports that Promote Community**

Goal 4: Transformation of Information Technology to Support Systems Change

- **Objective 4.1 Design Information Technology (IT) applications that will support program practices and processes that are individual centered and that enable persons to direct their own care.**

Strategies/Major Action Steps:

4.1.a. Engage key stakeholders in the strategic planning process to review strategies and set common priorities for information technology developments that are mutually valuable and feasible.

- Involve stakeholders in setting priorities through involvement in the strategic planning retreat.
 - Establish an IT Work Group that will provide ongoing guidance to these activities.
 - Adapt/build IT to support implementation of other goals, including transportation.
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Goal 4: Transformation of Information Technology to Support Systems Change

- **Objective 4.2** Improve client access to long-term care services through the use of integrated information technology systems.

Strategies/Major Action Steps:

4.2.a. Develop the software for SC Access to maintain an account for the consumer that includes basic application information.

- Develop software to enable consumers to create a profile for most eligibility applications that allows them to populate E-forms with stored data.
- Identify and recruit agencies interested in development of their eligibility application on-line.
- Identify cost for development and processing of priority forms.
- Identify the costs of “Benefits Check-up” type element.
- Ensure E-forms are ADA complaint and user friendly.
- Investigate migrating E-forms to DHHS MEDS system.

Goal 5: Creation of a System that More Effectively Manages the Funding for Long-Term Supports that Promote Community Living Options

- **Objective 5.1 Target High Cost Individuals and Services or Geographic Areas with High Unmet Need.**

Strategies/Major Action Steps:

5.1.a. Develop and implement a methodology for prioritization of clients on the waiting list for the Community Choices waiver program.

- Research best practices from other states.
 - Meet with groups on the proposed prioritization process and methodology, using their feedback in the development of a prioritization system that will rank order applicants on the waiting list in a pilot.
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Goal 5: Creation of a System that More Effectively Manages the Funding for Long-Term Supports that Promote Community

- Automate the prioritization process by upgrading the Case Management System software to provide a single score for each applicant.
 - Using existing data to evaluate the numeric system. Assign scores through the system to existing waiver participants and then compare the score to the clinical scoring system. Adjust the system if necessary.
 - Upgrade the Case Management System software to provide a single score for each applicant.
 - Evaluate the numeric system to the results obtained from the clinical scoring system. Adjust the system if necessary.
 - Pilot the prioritization system in a CLTC area office.
 - Develop an automated referral system.
 - Evaluate the effectiveness of the pilot.
 - Explore/develop a plan for a statewide prioritized list for individuals seeking the Community Choices waiver services.
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Progress Made & Barriers to Transformation of Information Technology to Support Systems Change

Building Bridges Between Reporting Systems - Kevin Pondy

E-Forms - Denise Rivers

Community Choices Waiting List Prioritization – Maria Patton

Review of Strategic Plan:

Mobility Center (Group 3)

- Dr. Dave Murday, Moderator

Goal 1: Improved Access to Long Term Support Services

Goal 4: Transformation of Information Technology to Support Systems Change

Goal 5: Creation of a System that More Effectively Manages the Funding for Long Term Supports that Promote Community

Goal 1: Improved Access to Long Term Support Services: Development of One-Stop System

- **Objective 1.1 Provide awareness, information & assistance to seniors and adults with physical or developmental disabilities.**

Strategies/Major Action Steps:

1.1.c. Link consumers with transportation needed to access long-term supports in the community.

- Identify and involve additional key partners.
- Conduct study to update travel patterns and resources.
- Expand the SC Access database to include additional information about transportation services and resources, both public and private.
- Develop a disability sensitivity training module for transportation providers.
- Provide staffing for mobility center in accordance with implementation plan.
- Train ADRC staff on transportation options and mobility issues.
- Evaluate the best model for mobility management.
- Develop and implement the mobility center.
- Market the mobility center in the Lower Savannah region.

Goal 4: Transformation of Information Technology to Support Systems Change

- **Objective 4.1 Design Information Technology (IT) applications that will support program practices and processes that are individual centered and that enable persons to direct their own care.**

Strategies/Major Action Steps:

4.1.b. Streamline and simplify access to transportation services by creating a process for taking telephone requests for services and for matching those requests to services available.

- Research best practices from other states.
- Identify technology in place and technology needed to develop a new model for individual mobility assistance and management.
- Identify additional funding needs and resources.
- Involve additional partners and acquire additional funding/resources needed.
- Evaluate options for coordination with technology/protocols of Medicaid brokerage serving the region.
- Design detailed implementation plan for mobility center.
- Implement, test, evaluate, and document application of technology to mobility assistance and management.

Goal 5: Creation of a System that More Effectively Manages the Funding for Long-Term Supports that Promote Community

Objective 5.1 Target High Cost Individuals and Services or Geographic Areas with High Unmet Need

Strategies/Major Action Steps:

5.1.b. Develop a one-stop shop/call center for transportation needs in the Lower Savannah region to address the lack of transportation in rural areas and its impact on accessing other services.

- Involve key stakeholders in developing strategies for implementation.
 - Develop a model transportation center that can be replicated.
 - Integrate existing funding and resources including transportation technology.
 - Explore other funding options and new partnerships.
 - Coordinate with other transportation efforts at the national, state, regional and local levels.
 - Assess options for coordination with Medicaid transportation brokerage with mobility center development.
 - Assist regional transportation providers to move toward becoming a more seamless transportation system with more service options.
 - Implement, test, adapt, and document mobility center.
 - Evaluate the impact of the mobility center on increase in availability of transportation options for neediest consumers.
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Progress Made & Barriers to Managing the Funding for Long Term Care Supports that Promotes Community Living Options

Mobility Center – Lynnda Bassham

Discussion of Chairperson for Systems Transformation Grant Advisory Committee & Suggestions for Increasing Consumer/Family Participation

Mildred Lilley, Chairperson

Discussion in Work Groups - Next Needed Steps

Group 1 – Blue Group (ADRC Expansion, SC Access)

Group 2 – Red Group (Waiting List, Building Bridges,
E-forms)

Group 3 – Green Group (Mobility Center)

Deborah McPherson, Grants Manager

Reporting by Work Group

Dr. Dave Murday, Moderator

Adjourn

Next Work Group and Advisory Committee
Meetings will be held in April 2008.